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09/782,097	02/13/2001	Donnie Henderson	2000-0174	9730

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EXAMINER

BUI, BING Q

ART UNIT

PAPER NUMBER

2642

DATE MAILED: 01/05/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

**Office Action Summary**

Application No.

09/782,097

Applicant(s)

HENDERSON ET AL.

Examiner

Bing Q Bui

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-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

**Status**

- 1) ☒ Responsive to communication(s) filed on 13 February 2001.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

**Disposition of Claims**

- 4) ☒ Claim(s) 1-32 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-32 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

**Application Papers**

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

**Priority under 35 U.S.C. §§ 119 and 120**

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
a) ☐ All b) ☐ Some \* c) ☐ None of:  
1. ☐ Certified copies of the priority documents have been received.  
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).  
\* See the attached detailed Office action for a list of the certified copies not received.
- 13) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application) since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.  
a) ☐ The translation of the foreign language provisional application has been received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121 since a specific reference was included in the first sentence of the specification or in an Application Data Sheet. 37 CFR 1.78.

**Attachment(s)**

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) \_\_\_\_\_
- 4) ☐ Interview Summary (PTO-413) Paper No(s). \_\_\_\_\_
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_

## DETAILED ACTION

1. Claims 1-32 are presented for examination.

### ***Claim Rejections - 35 USC § 102***

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

(e) the invention was described in-

(1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effect under this subsection of a national application published under section 122(b) only if the international application designating the United States was published under Article 21(2)(a) of such treaty in the English language; or  
(2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that a patent shall not be deemed filed in the United States for the purposes of this subsection based on the filing of an international application filed under the treaty defined in section 351(a).

3. Claims 1-32 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss et al (US Pat. No. 6,493,447), herein after referred as Goss.

Regarding claim 1, with respect to Figs 1-2, Goss teaches a method for facilitating a call related to a computer activity, comprising:

identifying a first occurrence of a computer activity involving a user (e.g., identifying those agents qualified to handle a specific callback request in the skills tables) (see col. 6, lns 12-67);

identifying a first occurrence of a call activity associated with a call identifier (e.g., identifying a need to speak with a call center agent by a customer whose related

information including name, callback telephone number, IP address, URL (web site address), etc.) and involving the user (see col. 6, lns 12-67);

associating the computer activity with the call activity (see col. 6, ln 24-col. 7, ln 10);

recognizing a second performance (e.g., recognizing agent's availability in the state tables who has highest skill level needed to handle the callback request) of the computer activity involving the user (see col. 6, ln 26-col. 7, ln 10);

anticipating a second occurrence of the call activity (e.g., selecting an available agent) based on the second performance (e.g., available agent who has highest skill level needed to handle the callback) of the computer activity (see col. 6, ln 26-col. 7, ln 10);

providing, via a user-computer interface, a call activity trigger (e.g., the selected agent triggers an outbound call from his work station) associated with the anticipated call activity (e.g., customer's name, callback telephone number, etc. (see col. 6, lns 12-26);

placing, for the user, a call having the call identifier (e.g., customer's name, callback telephone number, IP address, URL (web site address), etc.) in response to a selection of the call activity trigger (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 2, Goss further teaches the call activity includes directing a call to a user (see col. 6, lns 12-33 and col. 7, ln 26-col. 8, ln 40).

Regarding claim 3, Goss further teaches the call activity includes transmitting a call (see col. 6, lns 12-33 and col. 7, ln 26-col. 8, ln 40).

Regarding claim 4, Goss further teaches the call activity includes placing a call (see col. 6, lns 12-33 and col. 7, ln 26-col. 8, ln 40).

Regarding claim 5, Goss further teaches the call activity includes directing a call from a user (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 6, Goss further teaches the call identifier is a caller's name (see col. 6, lns 12-67).

Regarding claim 7, Goss further teaches the call identifier is a calling number (see col. 6, lns 12-67).

Regarding claim 8, Goss further teaches the call identifier is an ANI (see col. 6, lns 12-67).

Regarding claim 9, Goss further teaches the call identifier is a callee's name (see

Regarding claim 10, Goss further teaches the call identifier is a called number (see col. 6, lns 12-67).

Regarding claim 11, Goss further teaches the call identifier is an a DNIS (see col. 12, ln 65-col. 13, ln 6).

Regarding claim 12, Goss teaches the method of claim 1, further comprising obtaining information regarding the call activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 13, Goss teaches the method of claim 1, further comprising, obtaining information regarding the user activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 14, Goss teaches the method of claim 1, further comprising storing information regarding the call activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 15, Goss teaches the method of claim 1, further comprising storing information regarding the user activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 16, Goss teaches the method of claim 1, further comprising analyzing information regarding the call activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 17, Goss teaches the method of claim 1, further comprising analyzing information regarding the user activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 18, Goss teaches the method of claim 1, further comprising statistically analyzing information regarding the call activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 19, Goss teaches the method of claim 1, further comprising statistically analyzing information regarding the user activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 20, Goss teaches the method of claim 1, further comprising relating the user activity to the call activity (see col. 6, ln 24-col. 7, ln 10).

Regarding claim 21, Goss teaches the method of claim 1, further comprising creating the user activity trigger (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 22, Goss teaches the method of claim 1, further comprising associating the user activity trigger with the call identifier (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 23, Goss teaches the method of claim 1, further comprising formatting the user activity menu item (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 24, Goss teaches the method of claim 1, further comprising rendering the user activity trigger (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 25, Goss teaches the method of claim 1, further comprising detecting selection of the user activity trigger (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 26, Goss teaches the method of claim 1, wherein the user activity trigger includes a menu item (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 27, Goss teaches the method of claim 1, wherein the user activity trigger includes a button (see col. 7, ln 26-col. 8, ln 40).

Regarding claim 28, Goss teaches the method of claim 1, wherein the user activity trigger includes a link (see col. 7, ln 26-col. 8, ln 40).

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Regarding claim 29, Goss teaches the method of claim 1, wherein the user activity trigger includes a macro (see col. 7, ln 26-col. 8, ln 40).

As to claims 30-32, they are rejected for the same reasons set forth to rejecting claim 1 above, since claims 30-32 are merely a system for implementing the method defined in the method claim 1.

### ***Conclusion***

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Miloslavsky (US Pat No. 6,130,933) discloses a system and method for coordinating telephone and data communications.

Chack (US Pat No. 6,438,599) discloses a system and method for establishing communication between a transaction initiator and a transaction processing system.

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Bing Bui whose telephone number is (703) 308-5858. The examiner can normally be reached on Monday through Thursday from 7:30 to 5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is (703) 872-9306 and for formal communications intended for entry (please label the response "EXPEDITED PROCEDURE") or for informal or draft communications not intended for entry (please label the response "PROPOSED" or "DRAFT").

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Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is (703) 305-4700.

Dec. 28, 2003



BING BUI  
PATENT EXAMINER